








How we are performing

December 2015

Report Key:

-  Performance is on track to be above YTD target
-  Performance is on track to be at YTD target
-  Performance is on track to be within agreed tolerances of YTD target
-  Performance is on track to be below YTD target

-  This is a core business measure for NPH,
Reported to Board and to tenants

The latest performance figure represents the current reporting period.

The target shown is the annual target.

Latest = 23.31 days

YTD = 27.27 days

Target = 27 days

Average number days to re-let a property (exc. properties where major repairs undertaken)

1,678 days to let 72 properties



Latest = 1.63%

YTD = 1.85%

Target = 2.55%

Percentage of void rent loss

£36,375.40 lost



Latest = 0.36% YTD = 0.36%

Target = 1.10%

Percentage of houses vacant and available to let

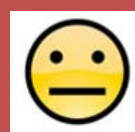
Latest = 1.02% YTD = 1.02%

Target = 1.00%

Percentage of houses vacant and unavailable

77 Major Works void properties

43 Normal void properties



Latest = 0.77%

YTD = 5.34%

Target = 5.99%

Number of tenancies terminated as a percentage of properties managed

91 terminated 11,817 properties



Latest = 100%

YTD = 100%

Target = 100%

Percentage of homes with valid gas certificate

0 outstanding 11,103 properties



Latest = 89.50%
YTD = 92.78%
Target = 87.50%



Appointments made as a percentage of appointable repairs

2,286 appointable repairs
2,046 appointments



Latest = 100%
YTD = 99.88%
Target = 99.60%



Responsive repairs where appointment was made and kept

2,046 made
2,046 kept



Latest = 100%
Target = 100.00%



Emergency repairs completed in 24 hours

642 emergencies
642 in target

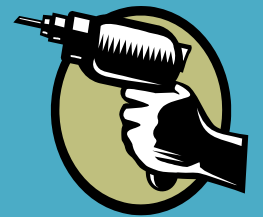


Latest = 100%
Target = 100.00%



Urgent repairs completed in 3 and 7 days

393 urgent repairs
393 in target



Latest = 99.84%
Target = 100.00%



Routine repairs completed in target times

1,893 routine repairs
1,890 in target



Latest = 99.90%
YTD = 99.91%
Target = 99.40%

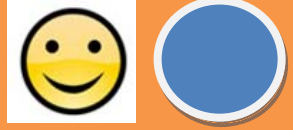


Total repairs completed in target times

2,928 repairs
2,925 in target



Latest = 97.88%
YTD = 98.27%
Target = 96.50%



Repairs completed during first visit

2,926 repairs
2,866 'right first time'



Latest = 97.92%
YTD = 98.47%
Target = 97.40%



Tenants satisfied with most recent repair

96 surveyed
94 satisfied



Latest = 128.78%
YTD = 99.64%
Target = 99.59%



Rent collected as proportion of rent owed (exc. Arrears b/f)

£2,228,459 rent due
£2,192,038 collected



Latest = 2.05%
YTD = 2.05%
Target = 2.40%

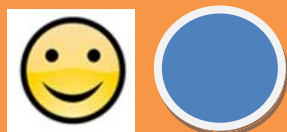


Rent arrears as % of annual rent debit

£52,680,268 annual debit
£1,078,487 arrears



Latest = 0.82%
YTD = 0.82%
Target = 0.93%

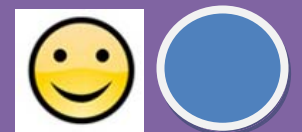


Former tenant arrears as a % of the annual debit

£432,538 arrears



Latest = 0.33%
YTD = 0.33%
Target = 0.43%



Rent written off as a % of annual rent roll

£53,671,204 rent roll
£179,070 written off



Latest = 100%
YTD = 94.87%
Target = 90%

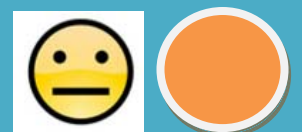


Closed ASB cases resolved

17 closed
17 resolved



Latest = 73.04%
YTD = 73.04%
Target = 74.50%



Tenants for whom the landlord has diversity information

13,653 tenants
9,972 with information

